

Quality of Life in Castle Towers Park:
A Survey of Resident Attitudes

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CURA RESOURCE COLLECTION

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The intent of this project was two-fold: 1) To develop a general quality of life survey that could, with minor adjustments, be used at almost any manufactured home park in the Twin Cities area and 2) to administer the survey to one such park. In accomplishing the first goal, several steps were taken. First, an objective for a survey needed to be stated. Upon conferring with the directors at APAC, it was decided that the survey should be designed to summon residents' attitudes about their quality of life in their parks and to draw out specific areas of concern or issues. A secondary implied objective for the survey was that the results should provide APAC with the basis for a plan of action to mobilize in a park and to aid in providing APAC with organizational direction. Rather than develop a survey from scratch, the second step towards this goal was to then research available literature and resources to see if similar instruments had been developed. While the author did locate a couple of reasonable facsimiles, nothing was found that quite fit the desired objectives. However, the author did cull some material from the research and the various survey designs were taken into consideration. After settling on a descriptive survey design model, questions were developed by the author and APAC directors. The rough survey was then presented to the APAC Board of Directors for feedback and approval. Before final implementation, a pilot run was attempted at a couple of prototype parks in the area. This pilot was met with limited success as some park managers were resistant to the author's trials. Nevertheless, enough feedback was obtained to fine tune the survey. Finally, APAC directors selected a park to run the full survey.

Castle Towers Park in East Bethel, Minnesota was chosen to be surveyed. The survey was designed to be conducted via face-to-face interviews because the author felt that a high response rate could be achieved and that more information could be gained by this method. Before commencement, the park was flyer'd to cue potential respondents. There were 49 questions asked that measured general quality of life in the park. The majority of responses were coded on a 5-point Likert Scale. There were also a few open-ended questions as well as scaled demographic data. Measures of reliability and validity are difficult to obtain, although upon close inspection, it seems that the survey has high content validity but could be subject to interviewer bias as only two interviewers were used. Most of the interviews took between 8 and 12 minutes to conduct and the entire survey was administered over a period of 6 weeks.

A random sample of 93 homes was drawn using a table of numbers. If there was no answer at a subject's door, two other attempts were made to reach the subject. The same was true for subjects who asked to be contacted at a later time. A total of 8 potential respondents were ultimately unable to be contacted. 22 respondents refused to participate. So, the author was able to collect 63 responses. This figure represents a response rate of 68%, which is low compared to the 80% rate that was expected. It could be said then, that there is the potential for marginal bias in extrapolating the results to the larger park population.

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The mean has been calculated for each Likert-style question and percentages for the open-ended questions. A score of "3" on the Likert scale questions represents a neutral response. A score of less than "3" on Question #1 is indicative of satisfaction and more than "3" leans toward dissatisfaction. For the remainder of the Likert questions, a score less than "3" weighs toward agreement with the statement and more than "3" leans toward disagreement.

CASTLE TOWERS SURVEY

1. Taking all things into consideration, how would you rate your satisfaction with the quality of life in Castle Towers?

3.25

2. I feel safe in Castle Towers.

2.92

3. I feel secure in knowing that the police would promptly respond to a call for help.

2.67

4. Drug abuse or alcohol abuse is a problem in Castle Towers.

2.50

5. Vandalism is a problem in Castle Towers.

2.58

6. Violence is a problem in Castle Towers.

3.25

7. There are too many unsupervised children or teens in Castle Towers.

1.83

7a. Please examine **answer card "C"** and rank the following possible solutions from 1- 5 , with "1" being most favorable and "5" being least favorable in terms of what you believe to be the best way to deal with this problem.

- | | |
|-----|--|
| 3.2 | More/improved playground facilities |
| 1.7 | Structured recreational activities (i.e. leagues, teams) |
| 2.3 | Tighter curfews |
| 4.0 | Available/affordable daycare |
| 3.8 | Educational programs |
| 0.0 | Other |

2a. Are there other reasons that you don't feel safe here other than things mentioned in the previous questions?

9 respondents answered "Poor storm shelter"

8. I am satisfied with the quality of the drinking water from my tap.

3.33

9. Water pressure is a problem.

2.92

10. Streets are plowed in reasonably timely manner after a snowfall in Castle Towers.

3.33

11. There is adequate parking in Castle Towers.

3.33

12. Castle Towers is generally kept clean.

3.42

13. Street lighting is adequate in Castle Towers.

3.0

14. I am satisfied with the storm shelter in Castle Towers.

4.25

14a. A good storm shelter is important to me.

1.33

14b. I would support a rent increase to build a new shelter or improve the existing one.

2.13

15. Do you have any other park maintenance concerns?

Better roads	13 responses
More parking	12
Better plowing	9
Poor drainage	5
Potholes	3
Lack of speed bumps	3
Messy yards	3
Dangerous snowmobiles	2
More black dirt needed	1

16. I feel that the rent that I pay is fair.

2.5

17. Animal or pet control is a problem in Castle Towers.

2.92

18. Excessive noise is a problem in Castle Towers.

3.42

19. The rules of the park are reasonable.

2.0

19a. Which rule is unreasonable?

4 respondents said "Bad curfew"

18 said couldn't cite a specific one

20. The park rules are enforced in the same way to all residents.

3.17

21. In general, I am satisfied that the managers of Castle Towers would respond to questions or problems in a timely fashion.

2.75

22. I feel that I know my neighbors pretty well.

2.25

23. The people in Castle Towers generally share similar values.

2.58

24. There is a sense of "community" in Castle Towers.

2.91

25. I would be interested in attending monthly park resident meetings.

2.0

26. I would be interested in serving on a board that presides over park resident meetings.

3.08

27. I don't believe that I would be able to attend monthly park meetings.

3.17

28. I feel that relations between people that live in Castle Towers and the city of East Bethel are good.

3.5

29. Why do you disagree with this statement?

33 responses. Most offered similar answers such as the city is unresponsive and that people in the surrounding area think that the Park residents are dirt, low-class, unworthy, etc. Many point to the fact that the previous owners filed bankruptcy and really "screwed" the city.

30. I feel that the policies in the City of East Bethel are applied in a fair manner to residents of my park.

3.0

30a. What exactly are these unfair policies?

Most people who responded could not articulate an answer except to say that their image with the city is poor. One respondent talked about an unresponsive fire department and another cited poor curfew enforcement.

31. As a person who lives in Castle Towers I feel that I have the same access to community resources as people who live in the rest of East Bethel.

2.33

31a. What is it specifically that you feel that you don't have access to that members of the surrounding community have access to?

The few who responded didn't cite anything specific or relevant to the question.

32. What is the thing that you like most about living in Castle Towers?

I don't know	16 responses
Nothing	14
Away from the Twin Cities	11
Neighbors	7
I am left alone	6
It's not an apartment	5
Animals allowed	4

33. If a genie were to magically appear here and grant you one wish to make life in your park better, what would that wish be?

I don't know	12
Better shelter	12
Better maintenance	10
Move out	8
New owners	6
Better playground	5
Less fighting	4
Less drugs	3
Fewer kids	3

34. How long have you been living in Castle Towers?

5.56 years

35. Is your home paid for?

67 % Yes

33% No

36. How old is your home?

18.58 years

37. Are you planning to move into a site-built house or apartment?

41% Yes

59% No

38. How many people are living in your household?

2.8

38a. How many are:

9% 0- 5 years

12% 6-12 years

5% 13-17 years

18% 18-25 years

41% 26-45 years

10% 46-65 years

5% over 65 years

39. Of all the people in your household, how many would you identify as:

85% Caucasian, non-Latino

12% Latino

3% Native American

40. Of all the adults over 18 in your household, how many have:

91% completed 8th grade

61% graduated high school or have a GED

30% completed vocational or trade school

3% completed 1-3 years of college

41. What is the total annual income, before taxes, for your entire household?

20% under \$10,000 year

37% \$10,000 to \$19,999

19% \$20,000 to \$29,999

11% \$30,000 to \$39,999

4% \$40,000 to \$49,999

3% over \$50,000

6% (Refused)

General Recommendations
for Future Use
of
APAC Survey

1. Tips on Interviewing
2. Overcoming Objections
3. Sampling Procedures

CONDUCTING AN INTERVIEW

General Interviewing Techniques Guidelines

A. Remain Neutral

1. Don't interject own opinions
2. Don't be "clever"
3. Avoid unnecessary enthusiastic reinforcement such as "Great!"
4. Be an active listener but give only the minimum of reinforcement such as "OK", "I see," and "uh-huh"
5. Never suggest an answer

B. General Tasks

1. Communicate questions accurately
2. Maximize respondent's ability and willingness to answer
3. Listen actively to determine what is relevant
4. Use probes to increase validity, clarity, and completeness of response

Specific Instructions

A. How much information to give

1. Read questions precisely as written
2. Ask the all the questions in the same way (same flat affect)
3. Make no attempt to interpret questions. Be prepared to use the following phrases:
 - a. "This is all the information that is available to us"
 - b. "We would like you to answer the question in terms of the way it is stated. Could I read it again for you?"
 - c. "I'm sorry. I don't have that information."
 - d. "I will write on the questionnaire the qualifications to your answer you have just mentioned."

B. Whose opinion to accept

Everything should be in terms of what the respondent thinks—not the respondent's friends, kids, spouse, etc. Therefore, you might need to say: "I see. Now, is that what you think?" Or "It's your opinion we really want."
Never give your opinion.

What Not to Do as an Interviewer

Get involved in a long explanation of the study
Deviate from the study introduction, sequence of questions, or wording
Try to justify or defend what you are doing
Try to explain procedures or wording
Suggest an answer or agree/disagree with an answer
Interpret meaning of a question
Let another person answer for the intended respondent
Rush or patronize a respondent
Improvising

Possible Responses to Refusal Attempts

- | | |
|--------------------|---|
| Too Busy | This should only take a few minutes. Sorry to have caught you at a bad time. I would be happy to come back. When would be a good time to return? |
| Bad health | I'm sorry to hear that. I would be happy to return at another time. Would that be OK? |
| Too old | Older person's opinions are just as important in this survey as anyone else's. For the results to be representative, we have to be sure that older people have as much chance to give their opinion their opinion as anyone else does. We really want your opinion. |
| Feel inadequate | The questions are not at all difficult. There are no right or wrong answers. We are concerned about how you feel rather than how much you know about certain things. Some of the people we have interviewed had the same concern you have but once we got going, they didn't have any difficulty. Maybe I can just read a few of the questions so you can see what they are like. |
| Not interested | It's very important that we get the opinions of everyone. Otherwise the results won't be very useful. So, I'd really like to talk with you. |
| No one's business | I can certainly understand. That is why all of our interviews are confidential. Protecting people's privacy is one of our major concerns, so we don't put names on the interview forms. |
| Objects to surveys | The questions in this survey are ones that we really need answers to, and we think your opinions are important. |

Sampling Procedures for Future Surveys

Sampling

There are several general points regarding sampling that you will need to consider before you administer this survey. First, you will need to consider just whose opinions you are attempting to sample: all residents, all adults residents, or homeowners. It was decided for this most recent survey that the opinions of the heads of households were desired. So, all heads of households were considered. Second, these procedures are designed to get an idea of the attitudes of residents in individual parks. They are not designed to compare the attitudes of residents between different parks. While this survey can be used to do this, the statistical methods of sampling and analysis are different than those described below.

For the purposes of this survey, it is best to randomly select homes to gain a sample. By doing so, you will be sure, within a reasonable margin of error, that your sample will be representative of the entire park. What this means is that you will be making sure that each home in the park has the same **non-zero** chance to be selected. The simplest way to accomplish this is to use a table of numbers (see attached table). First, you will assign each home, preferably using a map of the park, a number from 1 to the number of homes in the park (for the Castle Park survey it was 1 to 187). Then using the table, arbitrarily select a row or column to start from. Once you have picked a spot, select any three consecutive numbers and continue either down or across through the table until you have found the total number of samples you need. The best way to understand this is through an example. For Castle Park, I needed numbers from 001-187. So, I arbitrarily started at Row 24, Column 5 and read the first three numbers: 530. This number is greater than 187, so I discarded it and moved down to the next set of numbers and read those three: 021. Since this number is between 001 and 187, it is selected. I continued through this list until I got exactly enough selections for my sample. Of course, if a number is selected twice, the second one will be discarded and a new selection will be made as you can't sample the same household twice. In order to be sure that each head of household has the same opportunity to participate, you may (if you have the time), randomly select heads of household at the time of the interview, by asking to speak with the head who had the last birthday.

This brings us to another question: How big should the sample be in order to feel safe that it is representative of the entire park population? Well, there really is no magical formula for determining sample size, however, when your population is small (under 500) a larger proportional sample is more appropriate than if your population is large (100,000). I am guessing that most surveys will be conducted on parks of less than 500 residences. The general rule of thumb should be to sample 50% of the total population if the population is under 500. So, for example, in Castle Park, I sampled 93 out of the 187 homes.

Before moving on to data analysis, one final note about non-responses. Homes should be attempted to be surveyed three times. Try to vary the times in which you attempt to make contact. For example, if you always tried to interview during the week in the middle of the day, your sample will be biased toward retirees or those who work the night shift. If it is not possible to contact the home, you will need to make note of it. Likewise, if a person to be surveyed refuses to be interviewed or there is some other reason that a home can't be reached that should also be noted. Do not substitute these non-responses with a survey from a household that was not selected through the sampling procedure.

Simple Data Analysis

Other than knowing what the "mean" or "average" is, the next most important concept to understand is the confidence interval. There are other inferential statistics that can be figured and discussed but they usually are not of much interest to the lay public but might be important to statisticians who translate them to policy makers. As an organization

that is trying get a snapshot of a community in order to determine if there is initial reason to pursue establishment of a chapter, APAC will be most interested in means and confidence intervals. I am assuming that you understand the mean or "average".

A confidence interval describes the margin of error as a result of sampling. In other words, given the random methods of sampling, there will still be variability between the results of your sample and the total population. Errors due to other non-sampling factors (i.e. poor survey design, non-random sampling, excessively hot day interview took place, or interviewer bias/error, to name a few pitfalls) are not accounted for in establishment of confidence intervals. It is most common for people to accept a 5 percent margin of error due to random sampling. Therefore, we speak of the 95-percent confidence interval. In other words, given a particular figure (i.e. mean score on a particular question from the sample) we would state that chances are 95 in 100 that the real population (all potential respondents in park) figure lies in a certain range with the mean as the midpoint. You can find out the 95% confidence interval of a particular question using the following method:

1. Record and sum all answers. (a)
2. Find the mean (average). (b)
3. Separately, square each score and then sum the squares. (c)
4. Compute:

$$(c) - \frac{(a)^2}{\# \text{ Samples}} \quad (d)$$

5. Compute:

$$\sqrt{\frac{(d)}{\# \text{ Samples}}} \quad (e)$$

6. Take (b) and add (e) = (f)
7. Take (b) and subtract (e) = (g)
8. Your chances are 95 in 100 that the real average for this question, if asked of the whole park population (not just a sample), would fall between (g) and (h).

Here is an example using real numbers:

10 people are sampled on a question about safety in their park using a question similar to one on our survey. Their answers are 2,3,4,2,1,2,2,3,3,1.

1. Sum all answers (a): $2+3+4+2+1+2+2+3+3+1=23$ $a=23$

2. Find the mean (b): $23 \div 10 = 2.3$ $b=2.3$

3. Square all answers and then sum the squares (c): $c=61$

$$\begin{array}{r} 2^2 = 4 \\ 3^2 = 9 \\ 4^2 = 16 \\ 2^2 = 4 \\ 1^2 = 1 \\ 2^2 = 4 \\ 2^2 = 4 \\ 3^2 = 9 \\ 3^2 = 9 \\ 1^2 = 1 \\ \hline 61 \end{array}$$

4. Compute the formula (d):

$$d = 8.1$$

$$\left(61 - \frac{(23)^2}{10}\right) = \left(61 - \frac{529}{10}\right) = (61 - 52.9) = 8.1$$

5. Compute the formula (e):

$$e = .9$$

$$\sqrt{\frac{8.1}{10}} = \sqrt{.81} = .9$$

6. Add (e) to (b): (f) $2.3 + .9 = 3.2$

$$f = 3.2$$

7. Subtract (e) from (b): (g) $2.3 - .9 = 1.4$

$$g = 1.4$$

8. Develop confidence interval: The chances are 95 in 100 that the mean answer for the whole park, based on the sample, lies between **1.4** and **3.2**.

TABLE C
Random Numbers

11339	19233	50911	14209	39594	68368	97742	36252	27671	55091
96971	19968	31709	40197	16313	80020	01588	21654	50328	04577
07779	47712	33846	84716	49870	59670	46946	71716	50623	38681
71675	95993	08790	13241	71260	16558	83316	68482	10294	45137
32804	72742	16237	72550	10570	31470	92612	94917	48822	79794
14835	56263	53062	71543	67632	30337	28739	17582	40924	32434
15544	14327	07580	48813	30161	10746	96470	60680	63507	14435
92230	41243	90765	08867	08038	05038	10908	00633	21740	55450
33564	93563	10770	10595	71323	84243	09402	62877	49762	56151
84461	55618	40570	72906	30794	49144	65239	21788	38288	29180
91645	42451	83776	99246	45548	02457	74804	49536	89815	74285
78305	63797	26995	23146	56071	97081	22376	09819	56855	97424
97888	55122	65545	02904	40042	70653	24483	31258	96475	77668
67286	09001	09718	67231	54033	24185	52097	78713	95910	84400
53610	59459	89945	72102	66595	02198	26968	88467	46939	52318
52965	76189	68892	64541	02225	09603	59304	38179	75920	80486
25336	39735	25594	50557	96257	59700	27715	42432	27652	88151
73078	44371	77616	49296	55882	71507	30168	31876	28283	53424
31797	52244	38354	47800	48454	43304	14256	74281	82279	28882
47772	22798	36910	39986	34033	39868	24009	97123	59151	27583
54153	70832	37575	31898	39212	63993	05419	77565	73150	98537
93745	99871	37129	55032	94444	17884	27082	23502	06136	89476
81676	51330	58828	74199	87214	13727	80539	95037	73536	16862
79788	02193	33250	05865	53018	62394	56997	41534	01953	13763
92112	61235	68760	61201	02189	09424	24156	10368	26527	89107
87542	28171	45150	75523	66790	63963	13903	68498	02981	25219
37535	48342	48943	07719	20407	33748	93650	39356	01011	22099
95957	96668	69380	49091	90182	13205	71802	35482	27973	46814
34642	85350	53361	63940	79546	89956	96836	81313	80712	73572
50413	31008	09231	46516	61672	79954	01291	72278	55658	84893
53312	73768	59931	55182	43761	59424	79775	17772	41552	45236
16302	64092	76045	28958	21182	30050	96256	85737	86962	27067
96357	98654	01909	58799	87374	53184	87233	55275	59572	56476
38529	89095	89538	15600	33687	86353	61917	63876	52367	79032
45939	05014	06099	76041	57638	55342	41269	96173	94872	35605
02300	23739	68485	98567	77035	91533	62500	31548	09511	80252
59750	14131	24973	05962	83215	25950	43867	75213	21500	17758
21285	53607	82657	22053	29996	04729	48917	72091	57336	18476
93703	60164	19090	63030	88931	84439	94747	77982	61932	21928
15576	76654	19775	77518	43259	82790	08193	63007	68824	75315
12752	33321	69796	03625	37328	75200	77262	99004	96705	15540
89038	53455	93322	25069	88186	45026	31020	52540	10838	72490
62411	56968	08379	40159	27419	12024	99694	68668	73039	87682
45853	68103	38927	77105	65241	70387	01634	59665	30512	66161
84558	24272	84355	00116	68344	92805	52618	51584	75964	53021

SOURCE: Reprinted from *A Million Random Digits with 100,000 Normal Deviates*, RAND, (New York: The Free Press, 1955). Copyright © 1955 and 1983 by RAND. Used by permission.

continued

TABLE C (continued)

45272	58388	69131	61075	80192	45959	76992	19210	27126	45525
68015	99001	11832	39832	80462	70468	89929	55695	77524	20675
13263	92240	89559	66545	06433	38634	36645	22350	81169	97417
66309	31466	97705	46996	69059	33771	95004	89037	38054	80853
56348	05291	38713	82303	26293	61319	45285	75784	50043	44438
93108	77033	68325	10160	38667	62441	87023	94372	06164	30700
28271	08589	83279	48838	60935	70541	53814	95588	05832	80235
21841	35545	11148	34775	17308	88034	97765	35959	52843	44895
22025	79554	19698	25255	50283	94037	57463	92925	12042	91414
09210	20779	02994	02258	86978	85092	54052	18354	20914	28460
90552	71129	03621	20517	16908	06668	29916	51537	93658	29525
01130	06995	20258	10351	99248	51660	38861	49668	74742	47181
22604	56719	21784	68788	38358	59827	19270	99287	81193	43366
06690	01800	34272	65497	94891	14537	91358	21587	95765	72605
59809	69982	71809	64984	48709	43991	24987	69246	86400	29559
56475	02726	58511	95405	70293	84971	06676	44075	32338	31980
02730	34870	83209	03138	07715	31557	55242	61308	26507	06186
74482	33990	13509	92588	10462	76546	46097	01825	20153	36271
19793	22487	94238	81054	95488	23617	15539	94335	73822	93481
19020	27856	60526	24144	98021	60564	46373	86928	52135	74919
69565	60635	65709	77887	42766	86698	14004	94577	27936	47220
69274	23208	61035	84263	15034	28717	76146	22021	23779	98562
83658	14204	09445	41081	49630	34215	89806	40930	97194	21747
78612	51102	66826	40430	54072	62164	68977	95583	11765	81072
14980	74158	78216	38985	60838	82836	42777	85321	90463	11813
63172	28010	29405	91554	75195	51183	65805	87525	35952	83204
71167	37984	52737	06869	38122	95322	41356	19391	96787	64410
78530	56410	19195	34434	83712	50397	80920	15464	81350	18673
98324	03774	07573	67864	06497	20758	83454	22756	83959	96347
55793	30055	08373	32652	02654	75980	02095	87545	88815	80086
05674	34471	61967	91266	38814	44728	32455	17057	08339	93997
15643	22245	07592	22078	73628	60902	41561	54608	41023	98345
66750	19609	70358	03622	64898	82220	69304	46235	97332	64539
42320	74314	50222	82339	51564	42885	50482	98501	02245	88990
73752	73818	15470	04914	24936	65514	56633	72030	30856	85183
97546	02188	46373	21486	28221	08155	23486	66134	88799	49496
32569	52162	38444	42004	78011	16909	94194	79732	47114	23919
36048	93973	82596	28739	86985	58144	65007	08786	14826	04896
40455	36702	38965	56042	80023	28169	04174	65533	52718	55255
33597	47071	55618	51796	71027	46690	08002	45066	02870	60012
22828	96380	35883	15910	17211	42358	14056	55438	98148	35384
00631	95925	19324	31497	88118	06283	84596	72091	53987	01477
75722	36478	07634	63114	27164	15467	03983	09141	60562	65725
80577	01771	61510	17099	28731	41426	18853	41523	14914	76661
10524	20900	65463	83680	05005	11611	64426	59065	06758	02892
93815	69446	75253	51915	97839	75427	90685	60352	96288	34248
81867	97119	93446	20862	46591	97677	42704	13718	44975	67145
64649	07689	16711	12169	15238	74106	60655	56289	74166	78561

TABLE C (continued)

55768	09210	52439	33355	57884	36791	00853	49969	74814	09270
38080	49460	48137	61589	42742	92035	21766	19435	92579	27683
22360	16332	05343	34613	24013	98831	17157	44089	07366	66196
40521	09057	00239	51284	71556	22605	41293	54854	39736	05113
19292	69862	59951	49644	53486	28244	20714	56030	39292	45166
79504	40078	06838	05509	68581	39400	85615	52314	83202	40313
64138	27983	84048	42631	58658	62243	82572	45211	37060	15017

APAC

All Parks Alliance for Change

2395 University Avenue West, Suite 202 St. Paul, MN 55114 Tel: (612) 644-5525 Fax: (612) 642-0060

May 1998

Dear Park Resident:

Over the course of the next few weeks, an interviewer from All Parks Alliance for Change (APAC) will be in your neighborhood conducting a door-to-door survey of randomly chosen residents. APAC is an organization whose mission is to organize residents of mobile home parks in order to work on issues that residents identify as park-wide problems. This survey is being conducted to determine your views on important community issues, such as public safety and park maintenance. APAC will be using the results to plan ways to be an advocate for your community. Your name or address will not be recorded and all information collected will be kept strictly confidential.

We are writing this letter because many people prefer to be informed in advance that a request for an interview will be made in the near future. The interviewer will most likely be conducting the survey in the early evenings during the week or on the weekends. Park management is aware that APAC will be conducting this research in your community. When the interviewer arrives at your door, he or she will request to speak to an adult head of the household. The interview is very simple and should only take about 10-12 minutes to complete.

Your participation will be greatly appreciated. If you have any questions, please feel free to call us at 644-5525. Thank-you.

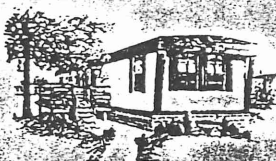
Sincerely,



Glenn Shoemaker
Executive Director



Sarah Isaacson
Organizer



An Organization of Manufactured Home Residents

APAC Community Survey

INTRODUCTION:

"Hello, my name is _____, and I am from All Parks Alliance for Change. We are doing a survey of your park in order to determine whether our organization can help serve the needs of your community. We want to be sure that all heads of households have the opportunity to participate in the survey. Are you a head of the household?

IF YES, CONTINUE INTERVIEW.

**IF NO, "May I speak to somebody that is a head of the household?"
(REPEAT INTRODUCTION)**

"I would like to ask you several questions concerning your general opinions and perceptions of your community. I will not ask your name or record any identifying characteristics about you on the survey form, except the neighborhood where the interview took place. Your responses will be kept strictly confidential and will be combined with information from many other people and reported in statistical form only. The survey takes about _____ minutes to complete. Do you have any questions? May I interview you?"

PLEASE EXAMINE **ANSWER CARD "A"** AND RESPOND TO THE QUESTION BY GIVING THE NUMBER THAT CORRESPONDS MOST CLOSELY TO YOUR ANSWER:

1. Taking all things into consideration, how would you rate your satisfaction with the quality of life in _____?

1 2 3 4 5

NOW I AM GOING TO MAKE A SERIES OF STATEMENTS. EXAMINE **ANSWER CARD "B"** AND TELL ME THE NUMBER THAT CORRESPONDS TO THE STATEMENT THAT BEST DESCRIBES YOUR ATTITUDE WITH REGARD TO THE STATEMENT. FOR EXAMPLE, IF I MAKE THE STATEMENT, "I LIKE PIZZA", YOU WOULD SAY "1" IF YOU STRONGLY AGREE, "2" IF YOU AGREE, "3" IF YOU HAVE NO OPINION OR NEITHER AGREE NOR DISAGREE, "4" IF YOU DISAGREE, AND "5" IF YOU STRONGLY DISAGREE. OKAY?

THIS FIRST SET OF STATEMENTS DEAL WITH PUBLIC SAFETY.

2. I feel safe in _____.
1 2 3 4 5
3. I feel secure in knowing that the police would promptly respond to a call for help.
1 2 3 4 5
4. Drug abuse or alcohol abuse is a problem in _____.
1 2 3 4 5
5. Vandalism is a problem in _____.
1 2 3 4 5
6. Violence is a problem in _____.
1 2 3 4 5
7. There are too many unsupervised children or teens in _____.
1 2 3 4 5

IF RESPONDENT ANSWERS #7 WITH "1" OR "2", ASK 7a, OTHERWISE GO TO 8

7a. Please examine **answer card "C"** and rank the following possible solutions from 1- 5 , with "1" being most favorable and "5" being least favorable in terms of what you believe to be the best way to deal with this problem.

- _____ More/improved playground facilities
- _____ Structured recreational activities (i.e. leagues, teams)
- _____ Tighter curfews
- _____ Available/affordable daycare
- _____ Educational programs
- _____ Other (Please Specify) _____

IF RESPONDENT ANSWERED "4" or "5" FOR QUESTION #2, PROCEED # 2a, OTHERWISE PROCEED TO #8.

YOU WILL NOT NEED THE ANSWER CARD FOR THIS QUESTION.

2a. Are there other reasons that you don't feel safe here other than things mentioned in the previous questions?

THE NEXT SET OF STATEMENTS CONCERN PHYSICAL MAINTENANCE ISSUES. PLEASE REFER TO **ANSWER CARD "B"** FOR YOUR RESPONSES.

8. I am satisfied with the quality of the drinking water from my tap.

1 2 3 4 5

9. Water pressure is a problem.

1 2 3 4 5

10. Streets are plowed in reasonably timely manner after a snowfall in _____.

1 2 3 4 5

11. There is adequate parking in _____.

1 2 3 4 5

12. _____ is generally kept clean.

1 2 3 4 5

13. Street lighting is adequate in _____.

1 2 3 4 5

14. I am satisfied with the storm shelter in _____.

1 2 3 4 5

IF RESPONDENT ANSWERS "4" OR "5", ASK 14a, OTHERWISE GO TO 15

14a. A good storm shelter is important to me.

1 2 3 4 5

IF RESPONDENT ANSWERS "1" or "2", ASK 14b, OTHERWISE GOT TO 15

14b. I would support a rent increase to build a new shelter or improve the existing one.

1 2 3 4 5

YOU WILL NOT NEED THE ANSWER CARD FOR THE FOLLOWING QUESTION:

15. Do you have any other park maintenance concerns?

I AM NOW GOING TO ASK MAKE SOME STATEMENTS REGARDING
MANAGEMENT OF THE PARK. ONCE AGAIN PLEASE REFER TO ANSWER
CARD "B".

16. I feel that the rent that I pay is fair.

1 2 3 4 5

17. Animal or pet control is a problem in _____.

1 2 3 4 5

18. Excessive noise is a problem in _____.

1 2 3 4 5

19. The rules of the park are reasonable.

1 2 3 4 5

If respondent answers "4" or "5" for #19, ask #19a, otherwise got to #20

19a. Which rule is unreasonable?

20. The park rules are enforced in the same way to all residents.

1 2 3 4 5

21. In general, I am satisfied that the managers of _____ would respond to
questions or problems in a timely fashion.

1 2 3 4 5

THE NEXT SET OF QUESTIONS OR STATEMENTS REGARDS OTHER ISSUES
INVOLVING YOUR COMMUNITY.

YOU WILL NOT NEED TO USE THE ANSWER CARD FOR THE FOLLOWING
QUESTIONS. PLEASE REPLY BY SAYING "YES", "NO", OR "UNSURE"

22. Somebody in my household uses MTC buses as a main mode of transportation.
Yes No Unsure

23. MTC lines are easy accessible from _____.
Yes No Unsure

If respondent answered "No" or "Unsure" for 23, ask 23a, otherwise proceed to 24.

23a. If the MTC was accessible, would you be likely to use it?

Yes No Unsure

REFER TO ANSWER CARD "B" ONCE AGAIN TO RESPOND TO THE FOLLOWING STATEMENTS:

24. I feel that I know my neighbors pretty well.

1 2 3 4 5

25. The people in _____ generally share similar values.

1 2 3 4 5

26. There is a sense of "community" in _____.

1 2 3 4 5

27. I would be interested in attending monthly park resident meetings.

1 2 3 4 5

28. I would be interested in serving on a board that presides over park resident meetings.

1 2 3 4 5

29. I don't believe that I would be able to attend monthly park meetings.

1 2 3 4 5

30. I feel that relations between people that live in _____ and the city of _____ are good.

1 2 3 4 5

If respondent answers "4" or "5" for #30, ask #30a, otherwise, proceed to #31.

30a. Why do you disagree with this statement?

31. I feel that the policies in the City of _____ are applied in a fair manner to residents of my park.

1 2 3 4 5

If respondent answers "4" or "5" for #31, ask #31a, otherwise proceed to #32.

31a. What exactly are these unfair policies?

32. As a person who lives in _____ I feel that I have the same access to community resources as people who live in the rest of ~~East Bethel~~.

1 2 3 4 5

If respondent answers "4" or "5" for #32, ask #32a, otherwise, proceed to #33.

32a. What is it specifically that you feel that you don't have access to that members of the surrounding community have access to?

WE ARE NEARING THE END OF THE SURVEY AND YOU WILL NOT NEED TO USE THE CARDS FOR THE REMAINDER OF THE INTERVIEW.

33. What is the thing that you like most about living in _____?

34. If a genie were to magically appear here and grant you one wish to make life in your park better, what would that wish be? ***(be sure that respondent answers about the park or community and not about his/her life)***

FINALLY, I JUST HAVE A FEW STATISTICAL QUESTIONS THAT ARE USED TO GET A REFLECTION OF WHO IS LIVING IN THIS COMMUNITY.

35. How long have you been living in _____?
_____ years

36. Is your home paid for?
Yes No

37. How old is your home?
_____ years

38. Are you planning to move into a site-built house or apartment?
Yes No

40. How many people are living in your household? _____

40a. How many are:

_____ 0- 5 years
_____ 6-12 years
_____ 13-17 years
_____ 18-25 years
_____ 26-45 years
_____ 46-65 years
_____ over 65 years

41. Of all the people in your household, how many would you identify as:

_____ Caucasian, non-Latino
_____ Latino
_____ African American
_____ Native American
_____ SE Asian
_____ Asian
_____ Bi-racial
_____ Other _____

42. Of all the adults over 18 in your household, how many have:

_____ completed 8th grade
_____ graduated high school or have a GED
_____ completed vocational or trade school
_____ completed 1-3 years of college
_____ graduated from a 4-year college
_____ attended or completed graduate school
_____ (Refused)

43. What is the total annual income, before taxes, for your entire household?

_____ under \$10,000 year
_____ \$10,000 to \$19,999
_____ \$20,000 to \$29,999
_____ \$30,000 to \$39,999
_____ \$40,000 to \$49,999
_____ over \$50,000
_____ (Refused)